4   Project Specifications

The Project requirements are presented in the tables on the pages that follow. Tables have been provided to enable vendors to respond with minimal effort. However, where necessary, please provide additional information in the Comments area. The columns provided are as follows:

The *ID* column has been provided for reference purposes to aid in quickly identifying a specific requirement in a particular section.

The *Priority* column contains an indication of the importance of the requirement:

➢ Mandatory – Learning Management System must offer this capability, minimum qualifications or acceptable level of response;

➢ High – these requirements are considered important for a successful implementation of a Learning Management System;

➢ Medium – A Learning Management System that offered this requirement would be preferred; and

➢ Low – "Nice to Have", future consideration or could survive without.

The *Requirement* column states the needs of the Sacramento Metropolitan Fire District and it is expected that the vendor will respond to each requirement.

The *Response* column is included to enable the Sacramento Metropolitan Fire District to assess the functionality of the proposed Learning Management System and to determine how well it fits the Sacramento Metropolitan Fire District requirements. Please indicate the function availability by entering one of the following on the appropriate line:

(F) Full	Full capability for this function is currently provided by your proposed solution
(P) Partial	Partial functionality is currently provided or functionality is not exactly as described or the system can be modified or enhanced relatively easily to comply. In Comments, functionality should be described or cross-referenced to a vendor section that provides additional information. If additional costs, cross reference to the cost table where cost detail is included.
(N) No	The proposed solution is unable to comply in any way;
	or
	The proposed solution is not compliant, however the system may be able to be modified or enhanced to comply; additional information is required to determine cost (indicate in Comments).

Please use the *Comments* column to identify or describe alternative features and to describe responses of partial functionality.

Learning Management System Requirements

Your responses to this section of the RFP will indicate how well the functionality of your system meets the requirements of the Sacramento Metropolitan Fire District.

4.1 Administration

These requirements address the needs of administration.

4.1.1 General

ID	Priority	Requirement	Full, Partial, No	Comments
1	Mand	All training courses must be available 24 hours a day / 7 days a week.		
2	Mand	The system must offer the employee an opportunity to make a suggestion at the end of the course concerning course content that will include both free text comments and responses that can be queried.		
3	Mand	A "bookmark" feature must be available that will allow employees the opportunity to terminate a course at any time and return to the exact training lesson within the course upon return.		
4	Mand	The system must be capable of being administered by Sacramento Metropolitan Fire District, without need for vendor involvement, for such functions as: •1 entering and deleting employee names •2 assigning courses and due dates •3 running reports •4 determining the amount of time each employee must spend on each page/slide of the course		
5	Mand	Explain the process for adding a Sacramento Metropolitan Fire District course or test to the Learning Management System. Can this be accomplished without the assistance of the vendor?		
6	Mand	The Learning Management System must be able to print out completion certificates of completion so the student has hard-copy documentation that includes continuing educational (CE) certificates. This CE certificate must meet the requires of the State of California Emergency Medical Services Agency as required for Emergency Medical Technicians (EMT-1s and EMT-Ps)		
7	Mand	The Learning Management System must allow each employee the opportunity to easily evaluate any completed course on-line with the results available to the administrator.		

8	High	The Learning Management System must allow the Sacramento Metropolitan Fire District the capability to display customized messages to employees immediately after log-in that focus on specific issues and/or make department wide announcements.		
9	Mand	Employee access should only require a user name and password that may be determined by the Sacramento Metropolitan Fire District. Sacramento Metropolitan Fire District administrator will be able to alter a user's name and password.		
10	High	The Learning Management System will allow for each employee the opportunity to begin a course at anytime through an automated process. This process will provide for automatic curriculum assignment based upon job description and date, as determined by the administrator.		
11	Mand	Automatically assigned curriculums must provide for a multi-year training schedule, with each assigned course having a start date and due date.		
12	High	All automatically assigned curriculum will be posted for each employee every time they log onto the Learning Management System that alerts them to the following: • 1 Course(s) required (but not started) to be to completed with posted due date • 2 Course(s) required that are in progress with posted due date • 3 Courses(s) required that are not completed with past due dates		
13	High	The Learning Management System must provide for accountability by having tiered administrative access for administrators, educators, and supervisors.		
14	Med	The Learning Management System must be capable of tracking ancillary tasks (for example, tracking expiration of driver's licenses and driver health cards). The system administrator must be capable of creating customized tasks, assigning and tracking each task, and have access to complete reporting online		

ID	Priority	Requirement	Full, Partial, No	Comments
15	High	The Learning Management System must allow for the housing of additional 'resources.' i.e. PDF files, Word Documents, Excel Spreadsheets, Power Points, and outside web links. Administrators must be able to determine the visibility of said resources by department rank, and also have the capability to organize and group all resources within folders by topic		
16	Mand	Employees must be able to "ask a question" of a training professional at any time during the course session. Explain the various methods feedback to questions is offered.		
17	Mand	The Learning Management System will be able to verify, with an employee electronic signature, that an employee has completed and understands a course, policy, or procedure.		

4.2 Reporting

Requirements under Reporting will address information essential for the improvement of the training delivered by Sacramento Metropolitan Fire District.

ID	Priority	Requirement	Full, Partial, No	Comments
1	Mand	Must have all data points capable of being directly queried or exported that will allow administrator to create unique queries other than those allowed in Learning Management System.		
2	High	The Learning Management System must be capable of generating reports identifying what training has been assigned and completed, what training has been completed but not assigned, what training has been assigned and started but not completed, and what training has been assigned but not started. The reports must be capable of being sorted by rank and shift.		
3	Mand	The Learning Management System must allow administrators to establish non-Learning Management System based standard training requirements that can be assigned by the system		

		administrator, tracked by the Learning Management System, and provide for complete reporting online: • 1 Example - System will allow any training accomplished by District instructors in a classroom setting to be entered in the Learning Management System for tracking and certification purposes.		
4	Mand	The Learning Management System must be capable of tracking all training administered to / taken by a given employee, regardless of its source.		

5	Mand	Key reports required include the following data:
		• 1 Exception reports
		    ○ who has not completed a course on time
		    ○ who has failed a course
		• 2 Number of times a course is accessed by an employee
		• 3 Number of times a test is taken
		• 4 Total amount of time (cumulative) spent on the course
		• 5 Passing grade, date completed
		• 6 Number of times a course is accessed
		• 7 Rank the questions in either ascending or descending order for success
		• 8 Rank the employees according to test scores
		• 9 Rank the employees according to multiple test scores		

6	Low	The Learning Management System will allow employees to view accumulative CE's recorded into the system since the last date the certificate (EMT-1) or license (EMT-P) has been renewed. This includes CE's acquired both from the e-learning system and those taken outside the Learning Management System that were entered by the employee.		
7	Mand	List all standard queries/reports in the Learning Management System. Explain how other queries may be added if requested by customer.		

4.3 Testing

Requirements under Testing will address those functions needed to create and adapt testing methods to various situations.

ID	Priority	Requirement	Full, Partial, No	Comments
1	Mand	Administrator must be able to set pass/fail percentage scores for all tests		
2	Mand	Learning Management System must have a test generator that will be able to vary the questions and/or the order or each question for each test taken by all students		
3	High	Point values of each question can be changed so that questions within a specific test may have different point values.		
4	High	Any test will have the ability to add the following functions: • 1 Order of questions will be randomized • 2 Sacramento Metropolitan Fire District administrator will have the ability to alter, add, subtract questions in the test banks. • 3 Sacramento Metropolitan Fire District administrator can vary the weights of each question used in a test. • 4 Sacramento Metropolitan Fire District administrator will have the ability to add or subtract questions in the test banks that can randomly be generated into a test. • 5 Sacramento Metropolitan Fire District administrator will be able to add tests and assign the tests to specific positions with associated due dates • 6 Sacramento Metropolitan Fire District administrator will have the ability to add tests into the system for training that occurs outside of the Learning Management System. This test will be able to be assigned and track just as all the other Learning Management System courses. • 7 Sacramento Metropolitan Fire District administrator will have the ability to mandate some questions for a test and have the rest of the questions be generated from a specific		

ID	Priority	Requirement	Full, Partial, No	Comments
		bank of questions.		
5	Mand	Administrator will be able to limit the number of attempts to take a test by employees and the administrator can allow further access to the test upon remediation of employee(s).		
6	Mand	Administrator will be able to create tests with true/false answers or multi-choice questions that can be loaded into the Learning Management System by the administrator.		
7	Mand	Tests will not have a lock-out mechanism in case of computer connection failure or in case of on-duty employee answering a 9-1-1 call and must log off the computer.		

4.4 Content

Requirements under Content address the organizational needs to store and manage EMT and firefighter training course materials.

ID	Priority	Requirement	Full, Partial, No	Comments
1	Mand	Course material should allow the following media types • 1 Text pages that can be edited by the administrator • 2 Video clips can be added to a course that are filmed by the Sacramento Metropolitan Fire District • 3 PowerPoint presentations with voice that can be edited by administrator		
2	Mand	Content material must allow for sample questions that are not counted toward successful completion of the course.		
3	Mand	Content sample questions, once answered, must give feedback to the employee that will reinforce the correct answer.		

4	Mand	Students are allowed to view slides only in the order determined by the administrator; students cannot skip ahead but may be allowed to review previously viewed materials, if so determined by administrator.		
5	Mand	Pages/slides/film clips have the ability to mandate a specific time period before the student is allowed to progress to the next pages/slides/file clips.		
6	High	The Learning Management System will allow for topic discussions at the direction of the administrator.		

4.5 Training and Support

Your responses to this section of the RFP will indicate your organization's approach to training and ongoing support.

4.5.1 *Training*

ID	Priority	Requirement	Full, Partial, No	Comments
1	Mand	Thorough, professional training, complete with precise documentation, is provided to all designated support staff, covering all components designated for in-house support.		
2	Mand	Administrator training will be provided.		
3	Mand	Each training session will include a written evaluation completed by the trainer and trainees, identifying any issues encountered with the application, and/or individuals' comfort with the application. ✓ Client and vendor representatives will review the evaluations and prepare appropriate action plan(s) to resolve		
4	Mand	Advanced training for all administrative staff and system administrators in the daily operation of the system will be provided. Please identify where this training should occur, e.g. your office versus client site.		
5	Mand	Ability to provide comprehensive train-the trainer skills and development for use in training future employees. ✓ Provide an example of a training aid that is provided to train-the-trainer participants, e.g. printed user manual		
6	Mand	Ability to provide training materials for employees hired after implementation has been completed. ✓ Vendor provides master copy of course material in both electronic and printed versions. ✓ Rights to reproduce training material as needed for new hires, retaining copyright and original format		
7	High	All training sessions provide user manuals. ✓ Please provide a sample of your user training manuals.		
8	Mand	All training sessions include Frequent Asked Questions (FAQ) and		

ID	Priority	Requirement	Full, Partial, No	Comments
		Quick Reference Material.		
9	Mand	All training sessions provide course outline and key points.		
10	Mand	Changes to training material are forwarded when available and/or are included with version upgrades.		
11	High	Training sessions will be available as online content for self paced learning of new administrators.		

4.5.2　　　　*Support*

ID	Priority	Requirement	Full, Partial, No	Comments
1	Mand	Describe your software warranty.		
2	High	Describe your development methodology.		
3	High	Support provided by vendor is available 7 days a week, 24 hours a day. ✓ 1-800 telephone number support for 24 hour x 7-day per week, which shall indicate the levels of support and the provision for after-hours support ✓ Internet Support 24 x 7		
4	Mand	What is the average response time to a software problem during prime and non-prime hours? Indicate what prime and non-prime hours are.		
5	Mand	Indicate how many staff are in the support center, and if applicable, shown by time of day.		
6	Mand	Indicate how your staff will respond to questions from Sacramento Metropolitan Fire District employees concerning educational content. What ways can students ask questions and what will be the response time from the vendor to these questions?		

4.6 Other

ID	Priority	Requirement	Full, Partial, No	Comments
1	Mand	Provide information on the Principals and professional staff of your organization, to include years of experience in providing web-based training.		
2	Mand	Provide information regarding the various services provided by your organization (e.g. class delivery using compatible non-proprietary industry standard interfaces, reporting system(s), conferencing, tutorial, whiteboard, discussions forums, audio/video, etc).		
3	Mand	Please list all potential third party software programs that are mandated to be utilized at one or more sites at the Sacramento Metropolitan Fire District.		
4	Mand	Please list all potential third party software programs that are recommended to be utilized at one or more sites at the Sacramento Metropolitan Fire District.		
5	High	Is live video instruction or conferencing provided as part of the Learning Management System? Please explain.		